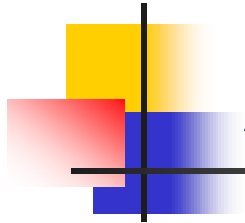




Challenging evaluations

How to deal with people and
different personalities



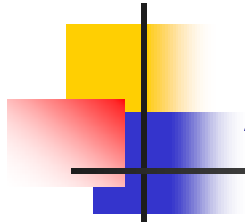
Approach

- Listen
- Observe work habits.
- Address the issues as long as they are related to the evaluation.
- Concentrate on behavior rather than equipment.



Approach continued

- Work **with** the customer and have them participate in the changes.
- Always explain why you are recommending a change.
- Do not be afraid of trying a change even if you meet resistance. You can always reverse it.
- Have the customer try a new recommended item (chair, mouse, KB etc) before ordering it.



Approach continued

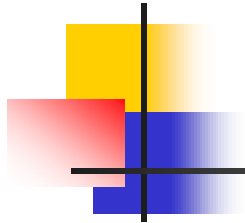
- Make as many changes as possible during the evaluation.
- Explain who is responsible to implement the recommended changes.
- Make the customer responsible for behavioral changes, selection of equipment and final decisions about his work space.



Personality types:

Cooperative

- Agrees and takes the initiative.
- Agrees but does not know how to proceed.
- Agrees but does not want to be bothered.
- Agrees but does not follow through.
- Agrees but reverses all changes once you leave.



Hostile

- Does not want an evaluation but the supervisor insisted on it !
- Is afraid (pain, job, family)
- Is generally upset about work or the Lab.
- Has personal issues.
- Thinks ergonomics is nonsense.



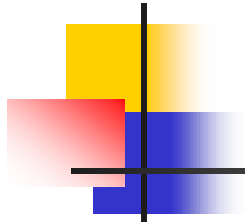
Dependent

- Wants change but does not participate.
- Is expecting you to solve everything.
- Tends to blame others.
- Will play one person out against the other.
- Will constantly call about the most minor change. (Needs hand holding)
- Very often is not aware of doing this



Curious, Why?

- Questions every change but usually will cooperate if an explanation is given.
- Questions change but is willing to try before deciding
- Questions change and does not agree.
- Might call you back once he thought about it.



Knows ergonomics!

- Knows ergonomics and has set up his work place accordingly.
- Knows too much and too little.
- Wants to try everything that is on the market and is constantly on the internet checking new products. Tries to use you to get the desired items.
- Keeps you on your toes!



Finally

- Don't get discouraged
- Consult with other evaluators (especially on the manipulative type)
- Get help (More experienced evaluators, evaluators that are familiar with the work area, 2-Ergo or HSD)
- If in pain or discomfort call 2-Ergo or HSD
- **You are not alone**